



## Statement of Accountability

### ***Program Goals***

Our goal is to help military personnel who need our products obtain them quickly and easily and to offer them our encouragement and gratitude. The **FoxSox for Soldiers** program is intended to provide a broader reach of support than Fox River could alone.

### ***Fox River and the Military***

Fox River Mills, Inc. is a US based, for-profit, family-owned-and-run company founded over 115 years ago. We are located in Osage, Iowa where we manufacture our quality socks, including a line designed for military use.

We sell our products through retail stores, including the PX on military bases, and on our website. We began hearing from many men and women in the armed services. We learned how our socks helped them, but they didn't always have access to the product. Some were stationed remotely with no PX, and many times the PX was sold out.

Individuals at Fox River began purchasing socks for the soldiers and sent them with personalized messages of appreciation. The response from the soldiers was so heartwarming; we searched for a way to expand this support. The result was the **FoxSox for Soldiers** program. Fox River, as a company, provides the resources to administer the program, and pays for the shipping costs. Soldiers provide us their Wish Lists which we post on our website. The general public is able to purchase socks from the lists to send to the soldiers and can include a personal message.

In addition to the **FoxSox for Soldiers** program, we offer military discounts to soldiers and pay the shipping for any consumer order shipped to an APO/FPO.

### ***How Do I Know the Soldiers Get the Socks?***

When Fox River has prepared an individual order for shipment, an email is sent to the purchaser notifying them the order is being shipped.

On our web site, there is a link on each soldier's Wish List showing contributors. This can be accessed by anyone visiting the site. The purchasers can confirm that their orders were placed and the soldiers can see what is coming their way.

If the soldiers send a photo or a note of thanks we post that information to the Wish List in the "More Information" area.

### ***What is the Process?***

Fox River uses our online shopping site to accommodate the **FoxSox for Soldiers** program. All of the features of a modern web store are available for the contributors, including secure credit card processing.

Soldiers, spouses and parents send in the soldiers' Wish Lists to Fox River. These lists are reviewed and put on the website by the **FoxSox for Soldiers** Coordinator. We require contact information in case there are questions about the Wish List.

**Browse the Lists** – All Wish Lists (open and fulfilled) are available for viewing on our website. Prior contributor orders are accessible on the Wish List under the "Contributors" link (names and specifics are withheld for privacy) for 3 years.

**Place an Order** – When you order off a Wish List, we process the order like any retail order. The shipping information is taken from the Wish List. You can print a confirmation at the time of ordering. You will also receive an email confirmation. Our online ordering is protected and validated by VeriSign®.

**Shipping** - We ship via the U.S. Postal Service as they deliver to Military Post Offices, which delivers the packages to the deployed soldiers. Each Wish List Contact has agreed to distribute socks and messages to the soldiers in their unit.

An email shipping notice is sent to the Wish List Contact stating a shipment has been sent. In the rare event that the Postal Service loses a package (has not yet happened on a military package), if the Soldier lets us know they never received it, we reship at Fox River's expense.

If a shipment is returned to us as undeliverable, we email the Wish List Contact, correct the address and reship. If we are unable to make contact, we will apply the returned product to another open Wish List and ship the order again.

### ***What the Soldiers Receive***

The Wish List Contact receives a package with each of the contributions made to their Wish List that week. Each order includes the socks and a message card from the Contributor.

Along with each shipment to the soldiers, we include a Wish List Statement of all the orders and the amounts still open. We again provide them with our contact info, should they need to change anything on their list.

Contributor information will not be sold to any other company or service. We will not send promotional emails unless the option is selected to be on our list when the order is placed.

### ***About Fox River Mills, Inc.***

If you want to learn more about Fox River Mills, visit [www.foxsox.com](http://www.foxsox.com). Click "About Us" at the top of our home page.